BT Operating Model Implementation Journey

BUSINESS TECHNOLOGY STANDARD

People engagement over time when implementing the operating model

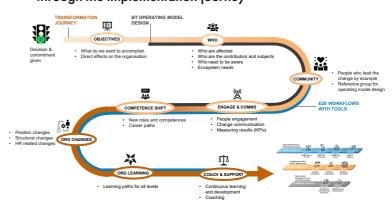


Levels of Implementation to enable a sustainable change

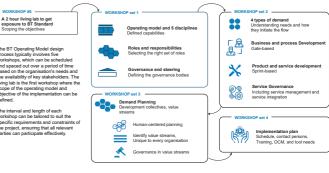
Scale with tools and automated processes ¥£) éô° -0 Scale & Optimise Data, Al & Quality a Single source A 2 ho living lab to get to BT Standard Competence shift to work in defined roles <u>868</u> Å 2 Structure and positions Learning and support Discipline and Culture Open source framework. Do not reinvent the wheel Ć BT Standard Framework an Adaptations and amework and extensions What is the business's need for change? What do we want to accomplish? What are the direct impacts on the organisation? 0 100 50 £ How to plan for continuous learning and development? É How to coach? Ä What are the new roles? What competences do they need to have? What are the career paths for the new roles?



Activities involved in transformation when going through the implementation journey



BT OPERATING MODEL DESIGN WORKSHOPS & TOPICS





Who is affected? Who are the contributors? Who needs to be aware? What are the ecosystem needs?

Who are the people that can lead change by example? Who is in the reference group for the operating model design?



How can people be engaged in the change process? How should the change be communicated? How can results be measured and tracked?



Intranet & Templates





Community works

Trainings & learning